

### **Position Summary**

The STAR (State Transforming Agency Resources) Program Office is responsible for the State of Wisconsin System's initiative to replace its legacy finance, procurement, human resources/payroll/benefits and budget systems with Oracle's PeopleSoft software.

This position is a part of the STAR Training team, responsible for developing and delivering effective learning management to stakeholders of the PeopleSoft ERP implementation. This includes activities such as the design and configuration of the ELM system to meet Agencies' business requirements for delivering, tracking and reporting staff professional development, working with agencies on their implementations of training programs in the ELM system, and creating training materials related to the STAR PeopleSoft system.

### **Goals and Worker Activities**

**40%      A.    Administration and Support of the State Enterprise Learning Management System (ELM).**

- A1. Lead the efforts in the design and configuration of the ELM system to meet Agencies' business requirements for delivering, tracking and reporting staff professional development.
- A2. Lead the deployment phase of ELM for each agency including data conversion of master training data load, historical training data load.
- A3. Prepare development plans, status reports, and other business documents related the ELM.
- A4. Analyze data requirements and recommend the design and content of new data systems or enhancements to existing ELM system.
- A5. Develop reports to assess and identify gaps in processes.
- A6. Analyze and correct malfunctions in software applications and data files.
- A7. Update application documentation.
- A8. Perform system analysis work in conjunction with STAR Functional teams for related projects.
- A9. Create query reports requested by division program areas.

**30%      B.    Conduct testing and implementation of new/modified automated IT systems.**

- B1. Plan, design, coordinate and perform systems test to ensure the proper operation and processing function of systems.

- B2. Plan, develop and coordinate system implementation, including coordination of ELM system test plans. Develop and administer user acceptance testing, create documentation, instructional materials, directives and identify training requirements.
- B3. Analyze test data and findings and prepare summary and recommendations regarding implementation of system enhancements.
- B4. Arrange for the participation of other staff, as appropriate, in the testing and implementation processes Provides training assistance for the business process area and/or module.
- 15 %      C.      Participate in the instructional design, development and evaluation efforts for STAR training initiatives.**
- C1. Assist in the design, develop and deliver effective PeopleSoft technical training programs to end users which includes learning assessment and the evaluation of course effectiveness for continuous improvement.
- C2. Assist in the development of PeopleSoft training materials and comprehensive end-user
- C3. documentation for State-wide STAR technical training initiatives.
- C4. Deployment and management of STAR Technical course content in ELM related to STAR.
- 10 %      D.      Analyze, design, and implement the ELM system, data analysis and policies and procedures.**
- D1. Research the effect of policy options on the ELM System and identify the advantages and disadvantages that may influence the formulation of recommended policy.
- D2. Develop and manage courses in ELM, ensuring that the content adheres to e-learning standards such as, Sharable Content Object Reference Model (SCORM) and those established by the Aviation Industry CBT Committee (AICC). Assist in the design, develop and deliver effective PeopleSoft technical training programs to end users which includes learning assessment and the evaluation of course effectiveness for continuous improvement.
- 5 %      E.      Other duties as assigned**

### **Knowledge, Skills, and Abilities**

1. Knowledge and experience with the usage and administration of Learning Management Systems with the ability to support end-users of the system Broad knowledge of information systems, concepts, principles, practices and techniques.
2. Experience conducting and developing training programs to include instructional design and course development.
3. Knowledge of information technology and its respective hardware, software, planning, implementation, applications and troubleshooting.
4. Ability to analyze and solve problems related to business needs and processes.

5. Ability to translate business requirements into technical requirements.
6. Proficiency in the use of the computer software programs, presentation technology, and Web-based systems (including MS Word, Excel, Access, Power Point , Adobe Creative Suite, Adobe Captivate, and Web-based content delivery systems)
7. Strong analytical skills. Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
8. Problem-solving skills. Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations.
9. Planning and organization/Project Management Skills. Able to coordinate many different project tasks (determines relative importance of each; prioritizes and plans work activities; sets appropriate deadlines to complete activities accordingly); effectively manages time and resources; sets goals and objectives.
10. Teamwork and Issue resolution skills. Balances team and individual responsibilities; exhibits objectivity and openness to others' view; gives and welcomes feedback; contributes to building a positive team spirit; able to build morale and group commitments to goals and objectives; supports every team member's effort to success; ability to obtain resolution by team consensus when differences in business processes are discussed.
11. Excellent oral and written communication skills. Speaks clearly and persuasively in positive or negative situations; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; varies writing styles to meet needs; presents numerical data effectively.